



ROCKWOOD WATER LINES

THE ROCKWOOD WATER PEOPLE'S UTILITY DISTRICT 2020 **NEWSLETTER** ISSUE 3

Groundwater Development Update Master Plan Update and Upcoming Projects

On June 24, the Board of Directors adopted the District's fiscal year budget for July 1, 2020 through June 20, 2021.

In addition to funding this fiscal year's Master Plan projects, funding has been identified to meet our goal of expanding our groundwater capacity in order to mitigate exposure to rising wholesale water rates imposed by the City of Portland.

GROUNDWATER DEVELOPMENT

This fiscal year, Rockwood Water will be starting the designs for a new well house, piping, treatment facility, reservoir, and rehabilitate an existing reservoir. We are updating our Water System Master Plan to incorporate our Groundwater Development Master Plan as well.

MASTER PLAN PROJECTS

The line replacement projects will be replacing existing water lines with larger water lines in the following areas of Rockwood Water:

- SE Ankeny Street from SE 165th Avenue to SE 167th Avenue, and SE 167th Avenue from SE Ankeny Street to SE Oak Street.
- SE 154th Avenue between SE Stark Street and E Burnside Street.
- SE 157th Avenue between SE Stark Street and E Burnside Street.
- SE 163rd from SE Main Street, south to dead end.
- NE 146th Avenue from NE Glisan Street to E Burnside Street, and NE Everett Street from NE 146th Avenue to the dead-end to the east.

**Your water
is safe to drink.**



Rockwood Water is committed to providing safe and reliable drinking water to our customers every day, and this remains true during the COVID-19 pandemic.

Here in Oregon, water providers are required to meet the Environmental Protection Agency and the Oregon Health Authority treatment and water quality requirements. The treatment processes used kill bacteria and viruses such as COVID-19. Find out more from the EPA (<https://epa.gov>) and the CDC (<https://cdc.gov>) about COVID-19 and drinking water.

Checking Your Home for Water Leaks

- Bathtubs and Showers - Check the spout and shower head for dripping water. A new washer may be all that's needed. You may be able to do this repair yourself by unscrewing the faucet and replacing the washer with one of the same size. But before doing this repair, close your home's main shut-off valve.
- Toilets - Your toilet may have a silent leak, or your toilet may sporadically run without flushing. Drop a little food coloring in the tank. Wait about 20 minutes without flushing. If color appears in the bowl, you have a leak.
- Dishwasher - Water accumulated on the floor near the unit could be a sign of a leak.
- Sinks and Other Faucets - Check for slower leaks by noting wetness in your sink basins. Make sure to look at every faucet in the house, even those that are rarely used.
- Hot Water Tank - The pressure valve release could be stuck. This valve is most often found near the top of the tank, and is usually a large brass fitting threaded to the tank. If it's not working properly, water will be leaking from it, dripping down the side of the tank and accumulating on the floor.
- Washing Machine - If you see water on the floor near the machine, it's a sign of a possible leak.
- Service Connecting Line - If you find a soft, wet spot on your lawn or hear the sound of running water outside your house, you may have a leak in the service line to your house. Shut off the main shutoff valve. If the sound of running water continues, the outside service line could be leaking. Contact your plumber if you detect wet spots.

2020 Elections



Three seats on the Rockwood Water Board of Directors are up for general election November 3. The positions represent subdistricts 1, 3, and 4. The elected candidates will serve 4-year terms beginning January 1, 2021 and will be sworn into office at the regular Board of Directors meeting on January 27, 2021. Please visit our website for a map of our subdistricts and visit multco.us/elections for further information about voting and candidate information.

Payment Assistance

Rockwood Water People's Utility District wants to ensure everyone has access to the water they need to stay healthy and take care of themselves and their families; however, it is important for customers to know they are still responsible for their water bills.

We understand our customers maybe working through an affordability crisis during this time, so Rockwood Water is offering flexible payment arrangements and assistance to pay your water bill. Please be proactive! If you're facing a financial hardship during this time, please call us at 503-665-4179 or email us at customerservice@rwpud.org to work out a plan **BEFORE** your bill is due or late fees accrue.



Be Aware When Paying Your Bill Online

Doxo.com is an online bill pay service that appears to be affiliated with Rockwood Water, but it is not. It is a third-party company that allows people to pay their utility bills if you sign up for their service; however, they charge fees for this service. Also, if your payment is not received by Rockwood Water on time, late payment fees or even disconnection may occur. To make sure you're paying us directly, please visit our website at rwpud.org.

